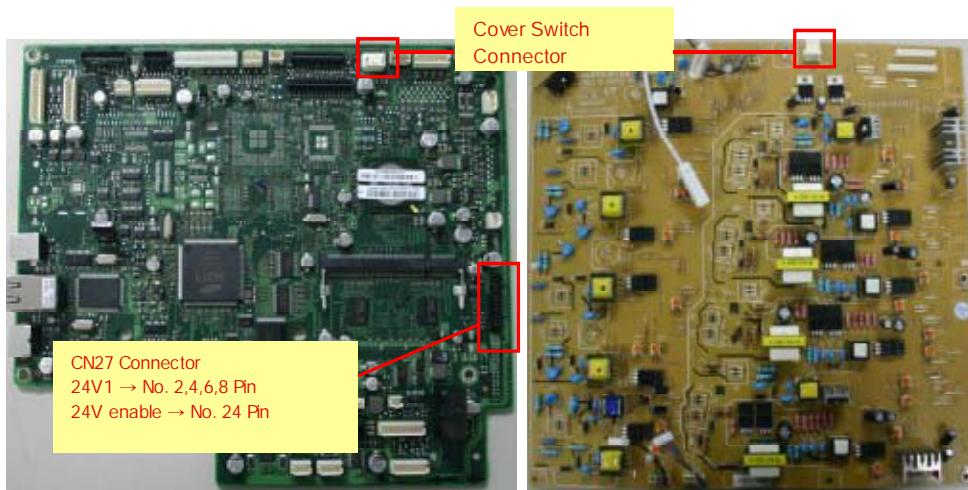



4.2.2 Error Message and Troubleshooting

Messages appear on the Smart Panel program window or on the control panel to indicate machine status or errors. Refer to the tables below to correct the problem.


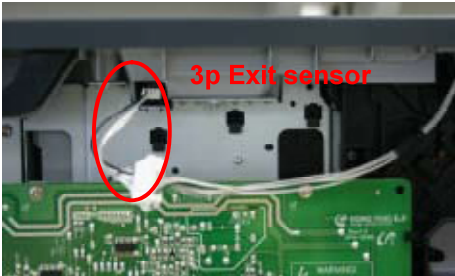
Error Code	Error Message	Troubleshooting Page
01-000	Door Open/Check Transfer Belt	21 page
01-004	Paper Jam in MP Tray	22 page
01-005	Paper Jam in Tray1	23 page
01-006, 01-018	Paper Jam in tray2	24 page
01-009	Paper Jam inside machine	25 page
01-010	Paper Jam in exit area	26 page
01-014	Paper Jam bottom of duplex	27 page
01-017	Output bin Full Remove paper	28 page
02-000	Error #02-000. Turn off then on	29 page
02-001, 02-006	Error #02-001/02-006. Turn off then on	30 page
02-002	Error #02-002. Turn off then on	31 page
02-005	Error #02-005. Turn off then on	31 page
03-007	Error #03-007. Turn off then on	32 page
03-008	Error #03-008. Turn off then on	32 page
03-009	Error #03-009. Turn off then on	32 page
03-015	Error #03-015. Turn off then on	33 page
04-001	Error #04-001. Turn off then on	34 page
04-002	Error #04-002. Turn off then on	34 page
06/25/26/27-006	Error #06/25/26/27-006 [XXX] toner ※ [XXX] : color	35 page
06/25/26/27-007	Error #06/25/26/27-007 [XXX] toner ※ [XXX] : color	35 page
06/25/26/27-020	Error #06/25/26/27-020 [XXX] toner ※ [XXX] : color	35 page
12-000	Load [Letter] in Tray1	36 page
12-001	Load [Letter] in Tray2	36 page
12-004	Load [Letter] in MP	37 page
21-002	Paper Empty in Tray1	38 page
21-003	Pulled Out Tray1 Cassette	39 page
21-010	Paper Empty in MP Tray	40 page
21-018	Paper Empty in Tray2	41 page
21-019	Pulled Out Tray2 Cassette	42 page
28-001	Not installed Transfer belt	43 page
28-002	Not Compatible Transfer belt	44 page
28-004	Replace new Fuser unit	44 page
28-005	Not Installed Fuser unit	44 page

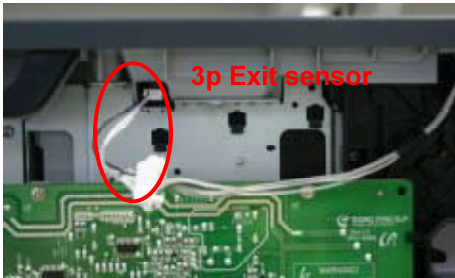
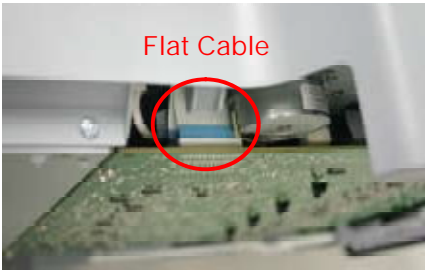
• Code 01-000	• Error message Door Open/Check Transfer Belt
• Symptom The front cover or the top cover is not securely latched or the transfer belt is not installed.	
• Possible Cause 1. Harness is defective, Connector is not connected properly. 2. Sensor is defective.	
• Troubleshooting method : 1. Close the front cover or top cover perfectly. 2. If the PTB is not installed, install it. 3. Check the cover switch harness between Main PBA and HVPS. 4. Check the 24V enable signal on Main PBA. If the voltage is high(5V), replace the Main PBA. 5. Check the 24V1 on SMPS. If there is no output, replace the SMPS board. <div data-bbox="304 1171 1276 1659">  </div>	

<ul style="list-style-type: none"> • Code <p>01-004</p>	<ul style="list-style-type: none"> • Error message <p>Paper Jam in MP tray</p>
<ul style="list-style-type: none"> • Symptom <p>At printing, the paper from the MP tray has not reached to the feed sensor within a programmed period of time after pick up.</p>	
<ul style="list-style-type: none"> • Possible Cause <ol style="list-style-type: none"> 1. Pickup Clutch does not work. 2. Pickup roller rubber is worn out. 3. Feed Sensor is defective. 	
<ul style="list-style-type: none"> • Troubleshooting method <ol style="list-style-type: none"> 1. Remove the jammed paper in MP tray. 2. Check the MP empty sensor of the Cassette. If it is defective, replace it. 3. If the pick up roller does not rotate, replace the pick up solenoid. 4. Check the feed sensor by using EDC mode after feed a paper from Cassette. Reconnect the harness. If the problem persists, replace the defective part. <p>* Actuator-Feed (JC66-02294A)</p> <p>* Photo-Interrupter (0604-001095)</p>	
 <p>Flat</p> <p>6p Feed/Tray empty</p> <p>7p MP empty/MP solenoid</p>	 <p>Pickup Solenoid</p>

• Code 01-005	• Error message Paper jam in tray 1
• Symptom At printing, the paper from the tray1 has not reached to a feed sensor within a programmed period of time after pick up.	
• Possible Cause <ol style="list-style-type: none"> 1. Pickup Clutch does not work. 2. Pickup roller rubber is worn out. 3. Feed Sensor is defective. 	
• Troubleshooting method <ol style="list-style-type: none"> 1. Take out the cassette and remove the jammed paper. 2. Check if the Guide-adjust is adjusted for paper accurately. 3. Check the separator pad of the cassette. If it become loose or life has expired, replace it. * MEA-HOLDER PAD SHEET (JC97-03077A) 4. If the pick up roller does not rotate, check the MEA-GEAR PICK UP(JC97-02895A) and SOLENOID-PICK UP(JC33-00022A). If it is defective, replace it. 5. If the pick up roller rotates but the paper is not feeding, replace the Feed motor (JC31-00112A). 6. Reconnect connector of CN4,5,9 on HVPS. 7. Reconnect connector of CN1,2 on HVPS and check the flat cable. 8. Check if the life of pick up roller(JC90-00932A) has expired. If so, replace it. After replacing the pick up roller, enter the tech mode and reset the count of the pick up roller. 9. Check Actuator-Feed. If it does not work correctly, check the feed-sensor. 10. Check if the MEA-KNOCK UP PLATE (JC97-02888A) is deformed. 	

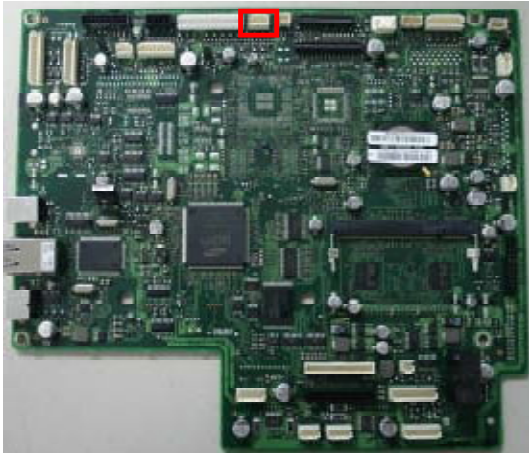
<ul style="list-style-type: none">• Code 01-006 01-018	<ul style="list-style-type: none">• Error message Paper jam in tray 2
<ul style="list-style-type: none">• Symptom At printing, the paper from the tray2 has not reached to a feed sensor within a programmed period of time after pick up.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. Pickup Clutch does not work.2. Pickup roller rubber is worn out.3. Feed Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method : <ol style="list-style-type: none">1. Take out the 2nd cassette and remove the jammed paper.2. If the pick up roller does not rotate, check the Gear Pick up(JC97-03228A). If it is defective, replace it.3. If the pick up roller rotates but the paper is not feeding, replace the Clutch-Feed(JC97-03270A).4. Reconnect the CN9 connector on Main PBA.5. Check the sensor and connector in SCF.	

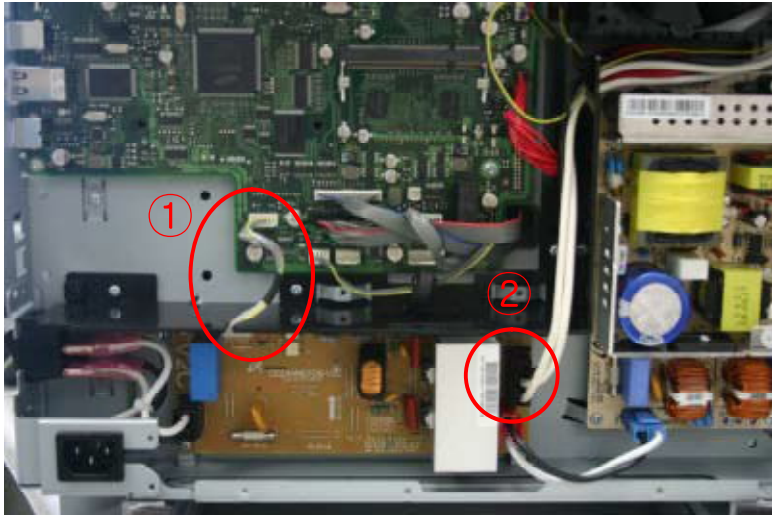
• Code 01-009	• Error message Paper jam inside of machine
• Symptom Paper jam inside of machine 1. At Warm-up, the paper is jamming at Regi sensor or Feed sensor. 2. At printing, the paper is detecting at Regi sensor or Feed sensor continually. 3. At printing, the paper is not detected at exit sensor within a regular time.	
• Possible Cause 1. Feed sensor or Regi Sensor is defective. 2. Exit sensor is defective. 3. Feed Clutch is defective. 4. Regi Clutch is defective.	
• Troubleshooting method 1. Check the Spring tension of the Regi. roller and Regi shaft. If the spring is defective, replace it. 2. Replace the actuator fuser and exit sensor. 3. Reconnect the flat cable / exit sensor harness / Feed sensor harness. 4. Check the OPC motor working. / OPC lock. 5. Check PTB working condition, if PTB-Belt is torn.	
	
	

<ul style="list-style-type: none">• Code 01-010	<ul style="list-style-type: none">• Error message Paper jam in exit area
<ul style="list-style-type: none">• Symptom Paper jam in exit area	
<ul style="list-style-type: none">• Possible Cause - If there is no jammed paper but error has occurred at warm-up, exit sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. If the actuator fuser sensing part has some problems, replace the actuator fuser and exit sensor.2. Reconnect the flat cable / Exit sensor harness. <div></div>	

<ul style="list-style-type: none">• Code 01-014	<ul style="list-style-type: none">• Error message Paper jam at the bottom of duplex path
<ul style="list-style-type: none">• Symptom <ol style="list-style-type: none">1. At Warm-up, Duplex Ready sensor has detected the paper.2. At Printing, Duplex sensor is not off within a programmed period of time after paper moves into duplex path.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. Check the Duplex Ready Sensor Harness and Connector.2. Check if the UI message is changed by the Duplex Ready Sensor operation.3. Check the duplex ready sensor.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Open the Front Cover and separate the PTB unit. Remove the Jammed paper.2. If the paper is not reached to the duplex path after the exit sensor sensing, check the Clutch-BK deve. If it is defective, replace it.3. Check if exit actuator's replace time is not accuracy. If so, check if the spring of exit actuator exists or not.4. Check if exit motor reverses when the paper needs to reload to the printer.	

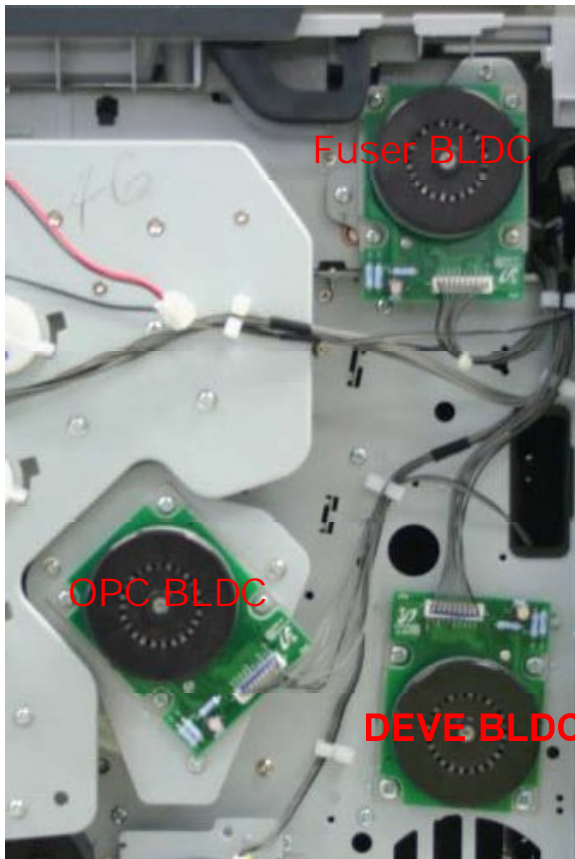
<ul style="list-style-type: none">• Code 01-017	<ul style="list-style-type: none">• Error message Output bin Full. Remove paper
<ul style="list-style-type: none">• Symptom The out-bin full sensor is on for 600ms.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. Check the Out-Bin Full Sensor Harness and Connector.2. Check if the UI message is changed by the Out-Bin Full Sensor operation.3. Check the Out-Bin Full Sensor.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Clear the paper on exit tray.2. Reconnect the CN3 connector on Main-PBA.3. Replace the Actuator-Stacker and Actuator-OutFull.<ul style="list-style-type: none">* Actuator-Stacker (JC66-02065A)* Actuator-Outfull (JC66-02064A)* Photo-Interrupter (0604-001095)	

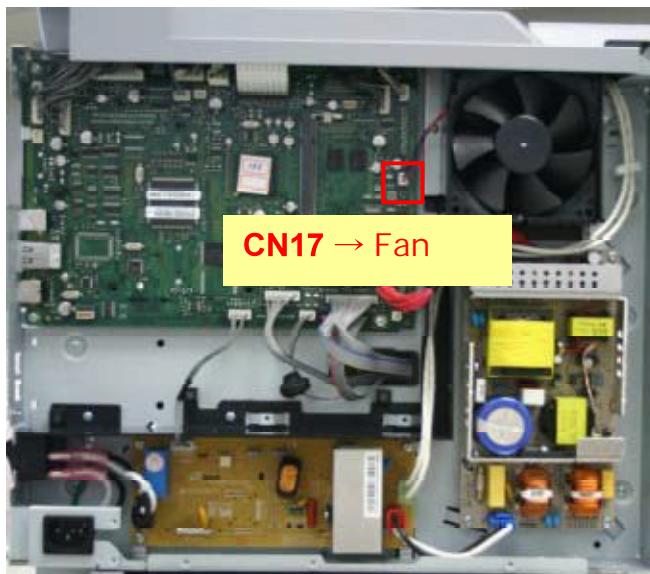
<ul style="list-style-type: none">• Code 02-000	<ul style="list-style-type: none">• Error message Error :#02-000 Please turn off then on.
<ul style="list-style-type: none">• Symptom At Warm-up, this error has occurred. The machine does not work until power off/on.	
<ul style="list-style-type: none">• Possible Cause Fuser Unit is not installed and AC is not supplied to the Heat Lamp.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Turn off the power. And turn on the power.2. If the problem persists, replace the fuser unit.3. If the problem persists after replacing the fuser unit, reconnect the CN35 connector on Main-PBA.4. If the problem persists, replace the Main-PBA. <div>CN35 → Thermistor</div> 	

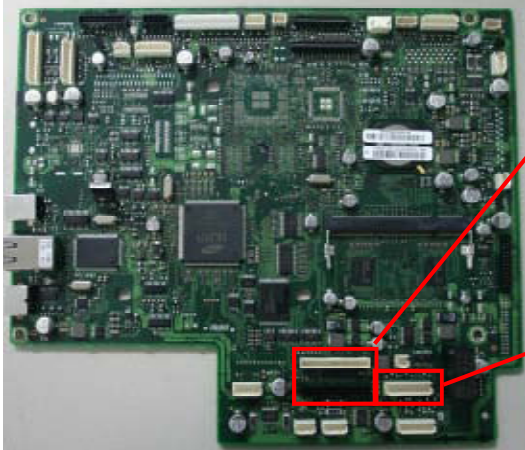
<ul style="list-style-type: none">• Code 02-001 02-006	<ul style="list-style-type: none">• Error message Error :#02-001 Please turn off then on.
<ul style="list-style-type: none">• Symptom At Warm-up, this error has occurred. The machine does not work until power off/on.	
<ul style="list-style-type: none">• Possible Cause Fuser Unit is not installed and AC is not supplied to the Heat Lamp.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Turn off the power. And turn on the power.2. Check the connection of the Fuser AC on FDB ②.3. Check the Fuser control harness ①.4. Remove the resistance value of the thermostat. If the value is infinite, replace the thermostat.5. If the problem persists, replace the Fuser unit.6. Replace the SMPS board or FDB (Fuser drive board). 	

<ul style="list-style-type: none"> • Code 02-002	<ul style="list-style-type: none"> • Error message System Error :#02-002 Please turn off then on.
<ul style="list-style-type: none"> • Symptom The fuser unit is overheated. The machine does not work until power off/on.	
<ul style="list-style-type: none"> • Possible Cause The machine can not control fuser temperature.	
<ul style="list-style-type: none"> • Troubleshooting method <ol style="list-style-type: none"> 1. Turn off the power. And turn on the power. 2. Replace the Fuser unit. 3. Replace the FDB. 4. Replace the Main-PBA. 	

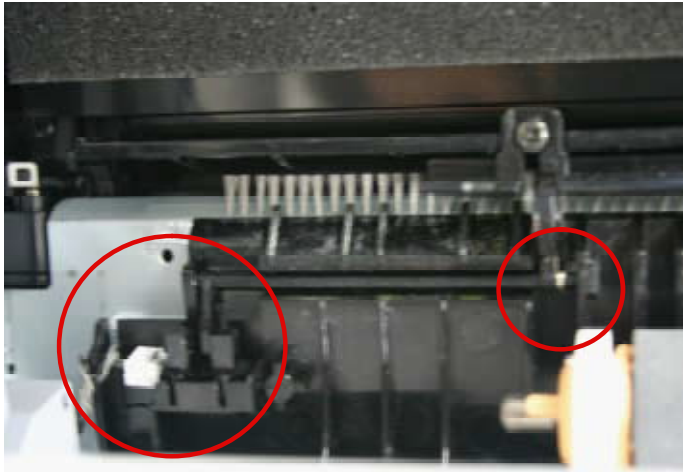
<ul style="list-style-type: none"> • Code 02-005	<ul style="list-style-type: none"> • Error message System Error :#02-005 Please turn off then on.
<ul style="list-style-type: none"> • Symptom The ADC port is short.	
<ul style="list-style-type: none"> • Possible Cause The machine can not control fuser temperature.	
<ul style="list-style-type: none"> • Troubleshooting method <ol style="list-style-type: none"> 1. Turn the power off then on again. 2. If the problem persists, replace the Main PBA. 	

<ul style="list-style-type: none">• Code 03-007 03-008 03-009	<ul style="list-style-type: none">• Error message Error: #03-007 / 008 / 009 Turn off then on
<ul style="list-style-type: none">• Symptom Motor Signal is abnormal.	
<ul style="list-style-type: none">• Possible Cause 1. Harness is defective, Connector is not connected properly. 2. Corresponding motor is defective. 3. Main Board is defective.	
<ul style="list-style-type: none">• Troubleshooting method 1. Check the motor connector. Reconnect the harness. 2. If the problem persists, replace the BLDC motor. 3. If the problem persists after replacing BLDC motor, replace the Main PBA. <div data-bbox="485 1043 1062 1899"></div>	

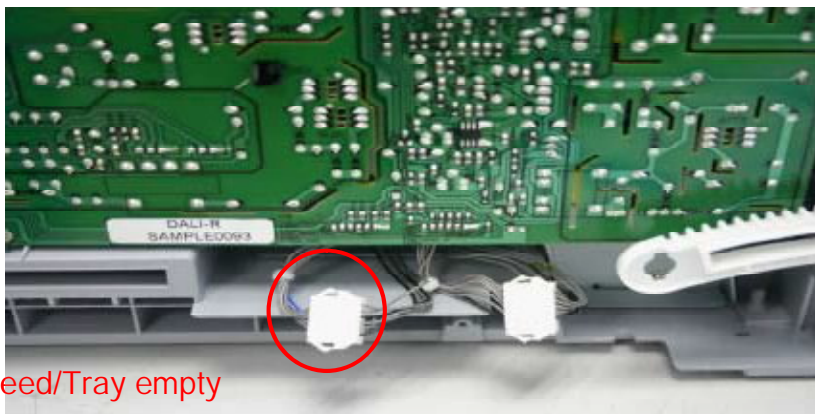
<ul style="list-style-type: none">• Code 03-015	<ul style="list-style-type: none">• Error message Error: #03-015 Turn off then on
<ul style="list-style-type: none">• Symptom Fan does not operate.	
<ul style="list-style-type: none">• Possible Cause Fan is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Check the CN17 connector (FAN) on Main PBA.2. If the FAN is defective, replace it.3. If the problem persists, replace the Main PBA. <div data-bbox="464 967 1117 1538"><p>The image shows the internal components of a device. A green Main PBA (Printed Board Assembly) is visible, with a red box highlighting the CN17 connector. A yellow callout box with the text 'CN17 → Fan' points to this connector. A black fan is also visible on the right side of the PBA. Other components like a battery and various cables are also present.</p></div>	

<ul style="list-style-type: none">• Code 04-001 04-002	<ul style="list-style-type: none">• Error message Error: #04-001. Turn off then on. Error: #04-002. Turn off then on.
<ul style="list-style-type: none">• Symptom Laser beam detect signal has not occurred or is irregular. LSU motor does not operate.	
<ul style="list-style-type: none">• Possible Cause 1. Harness is defective, Connector is not connected properly. 2. LSU is defective. 3. Main Board is defective.	
<ul style="list-style-type: none">• Troubleshooting method 1. Check the LSU connector on Main PBA. Reconnect it. If necessary, replace it. 2. If the problem persists, replace the LSU or Main PBA.	
 <div data-bbox="876 1093 1265 1249">CN10/11 → LSU LD, Hsync Connector</div> <div data-bbox="876 1310 1224 1467">CN15 → LSU Motor Connector</div>	

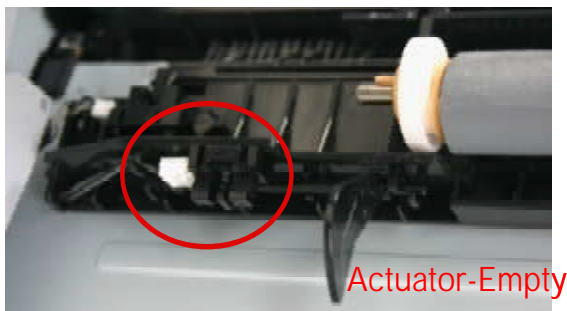
<ul style="list-style-type: none"> • Code 06-006/7/20 25-006/7/20 26-006/7/20 27-006/7/20	<ul style="list-style-type: none"> • Error message Error: #06/25/26/27-006/7/20 [XXX] toner ※ [XXX] : color
<ul style="list-style-type: none"> • Symptom and Possible Cause <p>The toner cartridge is not installed properly or its connector is contaminated. (006 : Write Error / 007 : Communication Error / 020 : Read Error)</p> <p>6 : K Cartridge 25 : Cyan Cartridge 26 : Magenta Cartridge 27 : Yellow Cartridge</p>	
<ul style="list-style-type: none"> • Troubleshooting method <ol style="list-style-type: none"> 1. Open the front cover. 2. Reinstall Cartridge. 3. Close the front cover perfectly. 	

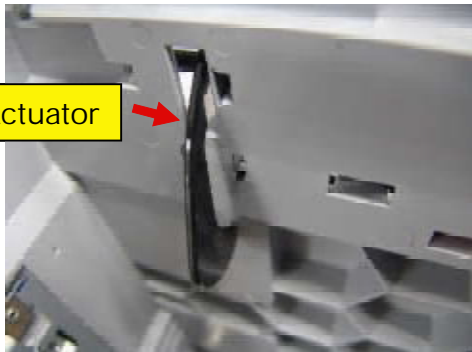
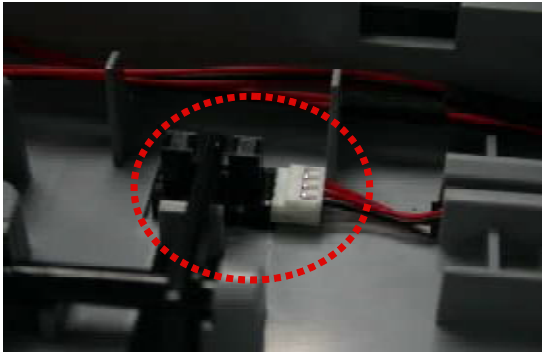
<ul style="list-style-type: none">• Code 12-000 12-001	<ul style="list-style-type: none">• Error message Load [Letter] in Tray 1 Load [Letter] in Tray 2
<ul style="list-style-type: none">• Symptom The paper in tray is not proper.	
<ul style="list-style-type: none">• Possible Cause 1. Check the harness and connector of the Tray1/2 Size Sensor. 2. Tray1/2 Size Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method 1. Pull out Tray1 Cassette. 2. Load [Letter] paper in Tray1 Cassette. 3. Install Tray1 Cassette. 4. If the problem persists, check if Feed-Actuator works correctly. <ul style="list-style-type: none">a. Check the spring is put in right place of Actuator Feed.b. Check the connector fits on photo sensor.	
	

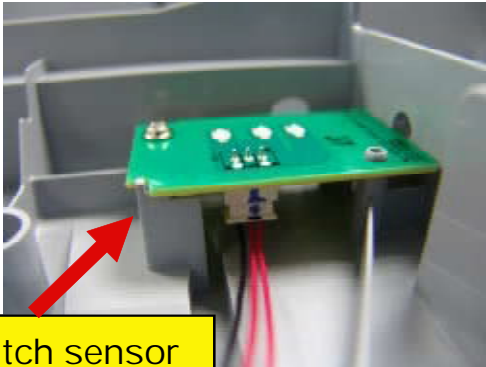
<ul style="list-style-type: none">• Code 12-004	<ul style="list-style-type: none">• Error message Load [Letter] in MP
<ul style="list-style-type: none">• Symptom The paper in MP tray is not proper.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. Check the harness and connector of the MP Size Sensor.2. MP Size Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Open MP Tray.2. Load [Letter] paper in MP Tray.	

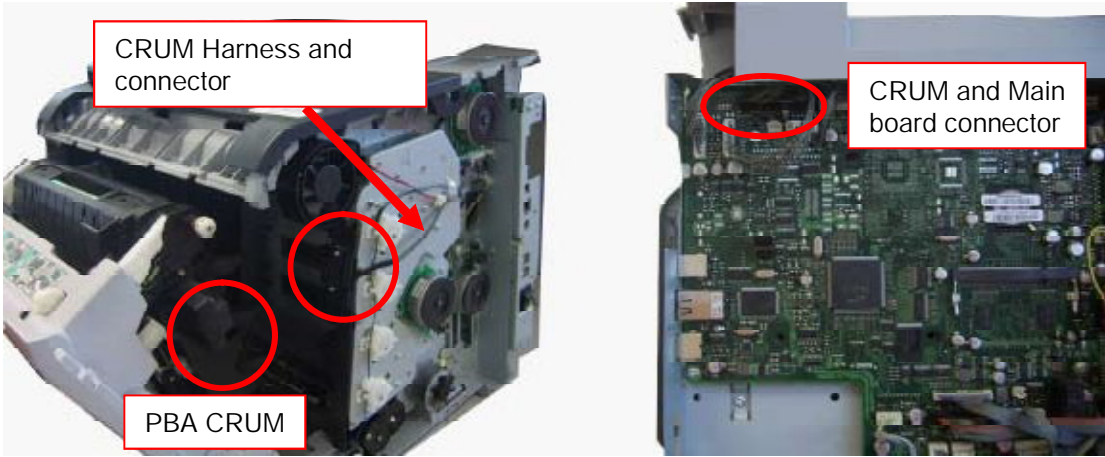
<ul style="list-style-type: none">• Code 21-002	<ul style="list-style-type: none">• Error message Paper Empty in tray1
<ul style="list-style-type: none">• Symptom There is the paper in tray1 but error message is displayed.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. Tray1 empty sensor harness is not connected properly. .2. Empty Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Check the paper empty sensor connector. Reconnect it.2. Check the paper empty sensor. If it is defective, replace it.3. Check if the actuator is broken. <div data-bbox="426 967 1244 1379"></div>	

<ul style="list-style-type: none">• Code 21-003	<ul style="list-style-type: none">• Error message Pulled Out Tray1 Cassette
<ul style="list-style-type: none">• Symptom Tray1 cassette is inserted in machine but error message is displayed.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. The connector of the Tray1 Home Position Sensor is not connected properly.2. Tray1 Home Position Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Reinstall the tray1 cassette.2. Reconnect the / Feed sensor harness. <div data-bbox="450 815 1142 1140" data-label="Image"></div> <ol style="list-style-type: none">3. Check the CST Draw connector. Reconnect it. <div data-bbox="545 1294 1037 1664" data-label="Image"></div>	

<ul style="list-style-type: none">• Code 21-010	<ul style="list-style-type: none">• Error message Paper Empty in MP tray
<ul style="list-style-type: none">• Symptom There is the paper in MP tray but error message is displayed.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. MP Paper Empty Sensor harness is not connected properly.2. MP Paper Empty Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Check the MP paper empty sensor connector. Reconnect it.2. Check the MP paper empty sensor. If it is defective, replace it.3. Check if the MP Empty actuator is broken. <div data-bbox="493 967 1062 1276"></div>	

<ul style="list-style-type: none">• Code 21-018	<ul style="list-style-type: none">• Error message Paper Empty in Tray2
<ul style="list-style-type: none">• Symptom There is the paper in tray2 but error message is displayed.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. Tray2 empty sensor harness is not connected properly. .2. Empty Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Check the paper Tray2 empty sensor connector. Reconnect it.2. Check the paper Tray2 empty sensor. If it is defective, replace it.3. Check if the Tray2 actuator is broken. <div></div>	

<ul style="list-style-type: none">• Code 21-019	<ul style="list-style-type: none">• Error message Pulled Out Tray2 Cassette
<ul style="list-style-type: none">• Symptom Tray2 cassette is inserted in machine but error message is displayed.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. The connector of the Tray2 Home Position Sensor is not connected properly.2. Tray2 Home Position Sensor is defective.	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Reinstall the tray2 cassette.2. Check the Tray2 Open micro sensor connector. Reconnect it.3. Check the Tray2 Open micro sensor. If it is defective, replace it <div data-bbox="453 965 1126 1350"><p>micro switch sensor</p></div>	

<ul style="list-style-type: none">• Code 28-001	<ul style="list-style-type: none">• Error message Not installed Transfer belt
<ul style="list-style-type: none">• Symptom The red LED is turning on and the machine does not operate.	
<ul style="list-style-type: none">• Possible Cause <ol style="list-style-type: none">1. Transfer belt is not installed properly.2. Connector pin deformation or damaged harness3. CRUM PBA or main board malfunction	
<ul style="list-style-type: none">• Troubleshooting method <ol style="list-style-type: none">1. Check if transfer belt unit is properly installed.2. Check CRUM PBA connector pins. Replace the CRUM PBA with normal thing and test it. If the CRUM PBA is defective, replace the transfer belt unit or CRUM PBA.3. Check if the Transfer Belt CRUM Harness is defective and connected on engine board properly.4. Replace the main board with normal one and test it. If it works replace main board. <div><p>The image contains two photographs. The left photograph shows the CRUM PBA (Control and Release Unit Main Board Assembly) with a red circle highlighting the 'PBA CRUM' and another red circle highlighting the 'CRUM Harness and connector'. A red arrow points from the harness to the PBA. The right photograph shows the main board with a red circle highlighting the 'CRUM and Main board connector'.</p></div>	

• Code 28-002	• Error message Not Compatible Transfer belt
• Symptom The red LED is turning on and the machine does not operate.	
• Possible Cause F/W or Transfer belt CRUM data is not installed correctly.	
• Troubleshooting method 1. Reinstall F/W on the printer and check if machine works properly. 2. Replace Transfer belt CRUM and check if machine works properly.	

• Code 28-004	• Error message Replace new Fuser unit
• Possible Cause Fuser unit over a lifetime.	
• Troubleshooting method Replace a current fuser unit with a new one	

• Code 28-005	• Error message Not Installed Fuser Unit
• Possible Cause Fuser unit is not installed properly.	
• Troubleshooting method Install the fuser unit.	